

RECEIVED SEP 15 2009



September 14, 2009

Mayor John Spring
City of Quincy
730 Maine Street
Quincy IL 62301

Dear Mayor Spring,

In keeping with our practice of informing you of business developments at Comcast, I'm writing to provide an update on a topic of interest to our customers in the Quincy community – customer service. Having made significant investments in new technologies and processes that I'll describe further below in this letter, Comcast is now taking the step, unprecedented in our industry, of backing all of our residential services with a multi-faceted guarantee that assures accountability to our customers.

While we always try to deliver great customer service every time, we acknowledge that there are times when we make mistakes. When that happens, we believe it is important for our customers to know what they can expect from us. The Comcast Customer Guarantee reinforces our commitment to provide a consistently positive experience for our customers. When we fall short of this commitment, we will compensate our customers for the inconvenience.

The guarantee outlines this promise with the following components:

- *To give a 30-day, money-back guarantee on all of our services;*
- *To be respectful and courteous of customers and their homes;*
- *To answer customers' questions at their convenience 24 hours a day, seven days a week;*
- *To offer easy-to-understand packages and provide a clear bill to customers;*
- *To continually offer the best variety of video choices;*
- *To quickly address any problems that customers experience; and*
- *To schedule appointments at our customers' convenience and be mindful of their time*

The Comcast Customer Guarantee not only demonstrates to our customers that we are dedicated to getting it right the first time, it also empowers our employees to make it right when we miss the mark. For example, after the first visit to a customer's home, if we do not satisfactorily complete installation or can't resolve a routine issue, we will extend a complimentary 3-month premium service or \$20 credit to their account. We also won't charge them for a service visit that results from a Comcast equipment or network problem. And if we fail to arrive for a scheduled visit during the promised appointment window, we will provide the customer with a \$25 credit for the inconvenience.

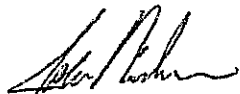
As you may be aware from previous updates, Comcast has made significant investments in recent years in this part of our business, focusing on new training and the deployment of next-generation technologies for our local network engineers, field technicians and call center teams. As the voice, high-speed Internet and video services that we provide on our fiber-optic network have become more sophisticated, so, too, has our approach to supporting our customers. These investments today are allowing us to proactively trouble-shoot network issues before they impact customers, provide better diagnoses and faster resolution of issues within customers' homes and deliver crisper support to customers on the phone and via emerging communications channels online.

In the highly competitive telecommunications market that exists today, the Comcast Customer Guarantee is truly unique. It is our promise that we will hold our products, our services and our employees to the highest standards. Our goal is to provide a superior customer experience the first time, every time. This is not a promotion. This is a long-term commitment to our customers and to your community.

While our ongoing investments in the customer experience have made the Comcast Customer Guarantee possible, we know there is always room for improvement when it comes to delivering a superior customer experience. To this end, we are also using the Comcast Customer Guarantee as a tool for finding areas of our business where we can do better. Although we have only had the Guarantee in place for a few months, we are already seeing it drive improvement in our operations, and the customer response has been very positive.

As always, I welcome any feedback you may have about this or any other aspect of our business in your community.

Sincerely,

A handwritten signature in black ink, appearing to read 'John Niebur', written in a cursive style.

John Niebur
Director of Operations Support

cc: file